

Thank you for your time and interest in engage consulting group's services. We have provided you with this capability statement which outlines our expertise, experience and credentials in delivering Learning and Development services.

Engage consulting group
Suite 5, 210 Lower Heidelberg Rd
Ivanhoe East VIC
www.engageconsulting.com.au

Version 1.0, November 2013

1 What we do



Organisational Development that improves performance

Engage Consulting Group provides a range of Learning & Development services including the design, delivery/facilitation and assessment of corporate and VET (Vocational education and training) programs covering management, leadership, finance, technology, product development, change management, innovation, sales/business development and marketing. We design and deliver blended learning solutions including – web based, mobile applications and face to face. We pride ourselves on developing customised competency based training that leads to increased individual and organisational performance. We are experienced Change Managers with proven track records. We engage with organisations using the proven PDCA (Plan Do Check Act) model to ensure sustainable organisational development.

Step 1: Business Requirements – understand your unique needs and organisational direction

Step 2: Planning – provide customised options and agree on the plan and the best path forward

Step 3: Implementation – provide blended solutions including pre and post materials, coaching and feedback

Step 4: Review – measure learning and the benefits realised and integrate the findings into planning and improvements

Our service offering includes:

Leadership & Teamwork

Leadership: Lominger Competencies, Emotional Intelligence, Strengths Building, Coaching Skills, Mentoring Skills, Company wide Mentoring Programs, Values Development, Conflict Management, Political Savvy & Power Influencing, Motivating Self and Others, Performance Management, Championing Organisational Change

Teamwork: Building new teams, High Performance Teams, Improving Team Performance, Team Motivations, Well-being/Life Balance

Change management

Organisational Change: Planning & Designing, Effective Implementation, Reviews and Integration, Building Capability and Resilience

Planning

Strategic Planning: Developing Strategic Plans, Developing Scenario Planning, Developing Organisational Vision, Mission, Values

Project Management: Project Planning – for Non-Project Planners, Advanced Project Planning, New Project start ups, Project Reviews and Reinvention

Finance

Developing Business Cases, Finance for Non-Finance Managers, Developing Business Acumen

Sales & Marketing

Business Development, Marketing, Sales/Sales Management, Account Management, Negotiation skills, Developing Value Propositions

Innovation

Creativity, Innovative Cultures, Commercialisation, Product Development

Industries and valued clients:

- CSL, Victoria Police, EPA, Telstra, Siemens, Silcar, AXA, TAL (formerly Tower Life), Bosch, Deakin University, La Trobe University, Nowicki Carbone, TressCox, Corrs Chambers, PKF, McGrath Nicol.
- Healthcare, Victorian Government, Telecommunications, Financial Services, Higher Education, Legal & Professional Services.

2 Client case studies

A few more case studies:

▶ Telco Security Services

- Global telecomms service provider
- Build in-house security services for clients
- Architects & project managers
- Successfully delivered releases over 2 years

▶ Automated reporting

- Global Healthcare/Biotech company
- Global leadership development program
- Program design, on-line services & end-to-end operation of the program
- Successfully ran the program for 5 years in 5 countries (Australia, USA, Germany and Switzerland)

▶ Database System

- Australian ICT professional services firm
- Re-design business processes
- Database design and applications development
- Enabled the organisation to scale by 100% without additional resources and 20% increase in staff productivity

▶ Market research study

- Large Australian ICT construction company
- Market research & product development for future product and service offerings
- Business review & market research
- Successful implementation of Product and Marketing Plan

Delivering value for our clients

📄 Australian University - Reinvention of Leadership & Change Management

Our client, an Australian University, was going through a change of strategic direction and needed all their staff to be able to champion change and lead by great example. We provided a review of all their past leadership and change programs and reinvented them to meet their new strategic direction and organisational requirements. We developed blended solutions that included on-line and face to face learning. We provided coaching and feedback sessions in communities of practice to ensure knowledge had been integrated into the work place. The outcome of the project has led to an increase in competencies, both Leadership and Change Management, of 30% to 60% in terms of knowledge improvement. The feedback on our Facilitators has been excellent averaging 89% overall satisfaction. The programs are now entering their third year of delivery.

📄 Multinational Technology Leader– Developing a Sales & Market Culture

Our client, a leading global technology company, identified the need to move from an engineering based business to a client focused, sales and marketing business. We supported this transition by helping them identify their sales people, developing their sales and marketing competencies and designing their customer and market value propositions. The three year implementation involved training and developing over 250 sales management and sales staff around Australian & New Zealand. The year after the completion of the initiative the company had achieved record sales and profits in the region.

📄 Asset Manager – Developing Values Based Culture

From 2002 to 2010 we worked extensively with this leading organisation that had over 2000 employees, dispersed across Australia and working at client workplaces. We worked closely with the CEO and Leadership team and provided them with many customised solutions including values development, strategic planning, leadership and team training and development, business acumen training, 360 assessments, organisational culture surveys and extensive coaching and feedback. The Values based culture was key in supporting the organisation grew exponentially and was able to retain and renew major contracts country wide.

📄 Global Australian Biotechnology Leader – Delivering Leadership & Mentoring Programs

Our client, a top ASX50 global company, had developed an internal leadership capabilities and values assessment and were looking for an efficient and effective manner to use these capabilities to drive Talent Development. engage consulting group worked collaboratively to set-up web-based administration sites in Australia, USA, Germany and Switzerland where local HR employees could administer 360 degree leadership assessments. Both English and German versions are provided and the assessments are based on the company's leadership capabilities and values. Engage consulting securely store the data and produce reports for each individual as well as divisional and global level reports. The Leadership and Talent Development system is driving global development programs and local leader development and is linked to the succession planning program. We also successfully designed and implemented a company wide Mentoring Program designed to accelerate the development of high potential leaders. The program was delivered with an on-line portal, coaching, workshops and on-line diagnostics, the blended solution provided all participants with personal and professional growth.

3 Our team

Corporate Profile

Engage Consulting Group Pty Ltd is a privately owned Australian company based in Melbourne, Victoria.

Office: Suite 5, 210 Lower Heidelberg Road, Ivanhoe East VIC

Staff & Associates: 11

Established: 2002

Association memberships & Accreditations

- AIIA – Australian Information Industry Association
- PRINCE2 foundation certification
- IEEE – Institute of Electrical and Electronic Engineers
- Engineers Australia
- IEC – Institute of Executive Coaching
- PCC – International Coaching Federation
- DISC, MYERS BRIGGS, EI, LSI, Hermann Brain, Lominger Voices

The Organisational Development team

Sarina Sorrenti – Director



B. Business Marketing, B. Business Accounting, Grad. Dip. Innovation & Service Management

Sarina has over 20 years experience in strategic marketing, business development and leadership. She has worked extensively in the areas of Executive Coaching, Strategic Marketing and Planning, Business Excellence, Corporate Social Responsibility and Organisational Change. Sarina has provided Strategic Advisory services to CSL, Siemens, Kodak, Silcar, AQC and both State and Federal Government departments. Sarina was a co-author of the book “Releasing the Potential of Managers - Australian Coaching”. Sarina works with Executives to discover their strengths and talents and get the best out of themselves, their teams and their businesses. Sarina is a professional coach with International Coaching Federation, Accredited EI Facilitator, Accredited Booth360, Accredited Voices Lominger 360 and Accredited Executive Coach with Institute of Executive Coaching. Sarina was previously a Board Director with Bendigo Bank Heidelberg/Ivanhoe branches.

Sam Pitruzzello – Director



B. Engineering, Grad. Dip. Communications Systems, Master of Business IT, Grad. Dip. Fin. Planning

Sam has over 22 years’ experience in the telecommunications, IT and financial services (investment, insurance and financial planning) industries. Sam has successfully delivered client projects by applying a structured approach to business case development, risk management and strategic planning. Sam’s expertise includes evaluating the value of ICT investments to ensure quality decision making and improved business practices. He has also designed and facilitated corporate workshops and training programs, including a national sales program for a multi-national company and a business acumen program. Sam is particularly interested in helping individuals and teams develop their ability to maximise cooperation and synergy to achieve sustainable business results. Previously, Sam held a Directorship with a community not-for-profit organisation where he was instrumental in implementing a range of financial control and governance measures in his capacity as Treasurer.

For further information, visit our web site:
www.engageconsulting.com.au or contact:

Sarina Sorrenti: Mobile: 0419 564 174
Email: sarina@engageconsulting.com.au

Sam Pitruzzello: Mobile: 0411 602 583
Email: sam@engageconsulting.com.au

3 Our team

The Organisational Development team

Evelyn Morgan-Brooker – Senior Associate



Master of Education, ICF Victorian State President

Evelyn Morgan-Brooker specialises in improving the effectiveness and well-being of leaders and their teams. She is experienced in the development, delivery and evaluation of tailored professional development programs. Many satisfied clients can attest to her ability to significantly boost the confidence and leadership capacity of people regardless of their backgrounds, work experience, level of leadership. She is also has a track record in assisting organizations achieve the cultural shift required for increased productivity, stakeholder satisfaction and improved well-being of staff. She is well-liked for her sense of humour, ability to bring out the best in people and empathy. Evelyn's consulting tool kit includes Coaching and Mentoring, Strategic Planning, Change Management, Organisational Culture Development, Leadership & Team Development. Evelyn has developed organisational and regional wide leadership programs, including coaching and mentoring programs, career development programs to support the on-going development of aspiring and experienced Leaders.

Louise Speirs-Bridge – Senior Associate



Bachelor of Arts, Associate Diploma of Commerce (Management), Advanced Diploma of Solution Oriented Coaching, Diploma of Human Resource Management, Certificate IV Assessment and Workplace Training

Louise is a skilled business professional with a track record of engaging with leaders and decision makers to improve individual and organisational effectiveness. She has more than 20 years' experience across a range of industry sectors including professional services, retail, law enforcement, manufacturing, utilities and telecommunications. Louise has over 3,000 hours of group & individual coaching experience with graduates through to CEO's. With a proven ability to challenge the status quo and think outside the boundaries, she is a committed, open minded and flexible coach. She is also an experienced facilitator, having designed and delivered capability building programs in areas such as coaching & leadership, performance management, personal effectiveness, emotional intelligence & team building. As a qualified solution oriented practitioner, Louise draws from evidence based psychological modalities such as Cognitive Behavioural Therapy (CBT), Acceptance Commitment Therapy (ACT) and Positive Psychology. She is also accredited to deliver the Myers Briggs Type Indicator (MBTI); Belbin Team Roles, Life Styles Inventory (LSI) and Group Styles Inventory (GSI).

For further information, visit our web site:
www.engageconsulting.com.au

or contact:

Sarina Sorrenti: Mobile: 0419 564 174
Email: sarina@engageconsulting.com.au

Sam Pitruzzello: Mobile: 0411 602 583
Email: sam@engageconsulting.com.au